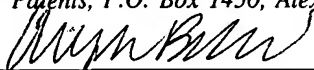




PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
AMENDMENT TRANSMITTAL LETTER**

*I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on June 9, 2005.*

  
Angela Beddawi

Applicant : Shlomo Varsano Confirmation No. 1752  
Application No. : 10/035,806  
Filed : November 8, 2001  
Title : METHOD AND APPARATUS FOR AUTOMATED SERVICE LEVEL AGREEMENTS

Grp./Div. : 2143  
Examiner : Ji Yong David Chung

Docket No. : 47240/LTR/I281

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Post Office Box 7068  
Pasadena, CA 91109-7068  
June 9, 2005

Commissioner:

Enclosed is an amendment to the above-identified application.

CLAIMS AS AMENDED						
	Claims Remaining After Amendment	Highest Number Paid For	Number Extra Claims	Small Entity Rate	Large Entity Rate	FEE
Total Claims Fee	14	*70	0	0 x \$25.00	0 x \$50.00	0
Independent Claims	1	** 17	0	0 x \$100.00	0 x \$200.00	0
Multiple Dependent Claims ***				\$180.00	\$360.00	0
TOTAL FILING FEE						0
NO ADDITIONAL FEE REQUIRED	IF NO FEE REQUIRED, INSERT "0"					0
LIST INDEPENDENT CLAIMS: 56						
* IF HIGHEST NUMBER PREVIOUSLY PAID FOR IS 20 OR LESS, WRITE "20" IN COLUMN 3 ** IF HIGHEST NUMBER PREVIOUSLY PAID FOR IS 3 OR LESS, WRITE "3" IN COLUMN 3 *** PAY THIS FEE ONLY WHEN MULTIPLE DEPENDENT CLAIMS ARE ADDED FOR THE FIRST TIME						

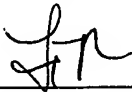
**Amendment Transmittal Letter**  
**Application No. 10/035,806**

\_\_\_\_\_ Attached is our check for \$ to pay the fees calculated above.  
\_\_\_\_\_ A Petition for Extension of Time and the required fee are enclosed.  
\_\_\_\_\_ Other enclosures:

The Commissioner is hereby authorized to charge any fees under 37 CFR 1.16 and 1.17 which may be required by or to give effect to this paper to Deposit Account No. 03-1728. Please show our docket number with any charge or credit to our Deposit Account. **A copy of this letter is enclosed.**

Respectfully submitted,

CHRISTIE, PARKER & HALE, LLP

By  \_\_\_\_\_  
LeRoy T. Rahn  
Reg. No. 20,356  
626/795-9900

LTR/amb

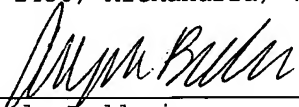


2143  
EPL

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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Angela Beddawi

Appl No. : 10/035,806 Confirmation No. 1752  
Applicant : Shlomo Varsano  
Filed : November 8, 2001  
Title : METHOD AND APPARATUS FOR AUTOMATED  
SERVICE LEVEL AGREEMENTS  
  
TC/A.U. : 2143  
Examiner : Ji Yong David Chung  
  
Docket No. : 47240/LTR/I281  
Customer No. : 23363

**RESPONSE TO OFFICE ACTION**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
  
Post Office Box 7068  
Pasadena, CA 91109-7068  
June 9, 2005  
  
Commissioner:

In response to the Office action of March 11, 2005, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 6 of this paper.